WESTMINSTER ADULT EDUCATION SERVICE

Communication Skills and Diversity Training Day

Dates: 09/06/2026
Locations: Offsite

This Community training session supports volunteers and anyone who wants to strengthen their communication skills in a super diverse city like London. The course introduces practical tools for active and adaptive listening, helping you communicate with clarity, empathy and flexibility. You will also explore intercultural communication, learning simple and effective ways to connect with people from different cultural and linguistic backgrounds, including speakers of English as a Second Language (ESOL). This training provides a welcoming and supportive space to practise new communication strategies and increase your confidence when working or interacting with diverse audiences.

Entry Requirements

This course is designed for individuals at Level 1 and above. You should feel comfortable taking part in discussions, following instructions and sharing your ideas. No formal qualifications or volunteering experience are required. The course is suitable for volunteers, front facing staff, community workers, and members of the public who want to communicate more confidently with a wide range of people in multicultural settings.

What topics does the course cover?

The training focuses on communication skills that are essential for engaging effectively with diverse audiences. You will explore how to use active and adaptive listening to adjust your communication approach depending on the needs, confidence or language level of the person you are speaking with. You will also learn about intercultural communication and consider how culture and language shape understanding, alongside practical ways to engage more effectively with ESOL speakers and people from a variety of backgrounds. These themes are integrated throughout the session to help you communicate with clarity, respect and confidence in real?life community and volunteering situations.

How will I be taught and assessed?

Learning is practical and interactive. You will take part in group discussions, paired tasks, role plays and short reflections based on real volunteering and community scenarios. There is no formal assessment. Your tutor will provide ongoing, supportive feedback to help you build confidence, recognise your strengths and apply new skills when communicating with different audiences.

Are there any other costs or equipment I need to get?

There are no additional costs. All materials are provided. You may bring a notebook if you wish to record key learning points.

By the end of the course what should I be able to do?

By the end of the training, you should feel more confident communicating with people from a wide range of cultures, languages and backgrounds. You will understand how to use active and adaptive listening to support clearer conversations and engage more effectively with ESOL speakers. You will also have greater awareness of cultural differences and how to adjust your communication to create inclusive, welcoming interactions for varied audiences in both volunteering and everyday life.

What are the progression opportunities following this course?

After completing this training, you will be better equipped and more confident in your work and volunteering role, with practical communication tools you can use straight away when supporting people in your community. Many participants choose to build on this experience by progressing to other WAES courses that strengthen volunteering pathways, such as our Community communication skills programme. You may also explore employability courses that develop key transferrable skills like teamwork, adaptability and problem solving. Your tutor can guide you towards opportunities that match your interests and help you take the next step in your volunteering and career journey.